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July 6, 2006

MEMORANDUM

TO: Legislative Oversight Committee
Local CFAC Chairs
NC Council of Community Programs
County Managers
State Facility Directors
LME Board Chairs
Advocacy Organizations
MH/DD/SAS Professional and Stakeholder Organizations

Commission for MH/DD/SAS
State CFAC
NC Assoc. of County Commissioners
County Board Chairs
LME Directors
DHHS Division Directors
Provider Organizations

FROM: L. Allen Dobson, Jr., MD *LAD mb*
Mike Moseley *mm lw*

SUBJECT: Enhanced Services Implementation Update # 10
Courses which Satisfy the Training Requirements for Service Definitions

As we work to improve the quality of services offered through our public mental health, developmental disabilities and substance abuse services system, a trained, qualified workforce is critical. For this reason, many of the new services have requirements for a set number of hours of training or specialized training requirements embedded in the actual service definition. The purpose of this communication is to outline the specific training courses and curricula which the DMH/DD/SAS and DMA have agreed upon to satisfy those requirements. The requirements by service definition are outlined in the attachment.

Provider agencies are responsible for maintaining documentation to verify that staff have completed the required training. Following a transition period for implementation, discussed below, all staff will have to receive required training in accordance with the timeframes outlined in the service definition, or within 90 days of employment, whichever occurs first. Individual staff who deliver multiple services need only take a course that is required for multiple services one time and it will count for all definitions. For example, a person who provides both Community Support and Community Support Team need only take one 6 hour Person Centered Thinking course to fulfill 6 hours of the requirement for both definitions. The service definition specific training must be taken for each service the individual delivers. Training that is required for other purposes – such as NCI, CPR, first aid – may not be counted toward any of the optional training hours outlined in the attachment. Up to three hours of optional training may be delivered via web-based learning programs if the web-based training includes a post-test to verify understanding of the materials and the program provides documentation of completion.

The training requirements in a number of the service definitions indicate that certain training must be delivered by “DMH/DD/SAS endorsed trainers.” These individuals have received specialized “train the trainer” instruction on the service definitions and have been determined to be both competent in the subject matter and effective in training delivery. A list of endorsed trainers for each service definition that has this requirement is available on the DMH/DD/SAS website at:
<http://www.dhhs.state.nc.us/mhddsas/training/endorsements.htm>

The DMH/DD/SAS plans to issue in the next several months recommended training curricula for the 6 hour Person Centered Thinking and 3 hour Person Centered Planning courses. In the interim, we recognize that there are a wide variety of very good Person Centered Thinking/Planning trainings currently available in NC. Provider agency staff may take any of those courses to satisfy the training requirements if the course offers documentation of completion and indicates the number of credit hours the course provides.

Special Consideration for Implementation Transition

We recognize that with implementation of the new service definitions provider agencies have a significant number of staff who must receive this required training. Obviously, agencies will have to stagger the scheduling of training for staff to ensure sufficient coverage to meet the needs of the consumers which the agency is charged with serving. Therefore, for agencies initially enrolled with DMA to provide these services within the endorsement and enrollment implementation phase-in schedule (see DMH/DD/SAS Communication Bulletins 47 and 55 at <http://www.dhhs.state.nc.us/mhddsas/announce/index.htm>), the following transition timelines will apply:

- 50% of staff providing these services must complete training within 6 months of the date of this communication or 6 months from the date of enrollment, whichever is later.
- All staff, excluding new hires that have been employed less than 90 days, will have one year from the date of enrollment to complete all training requirements.

Please contact us at ContactDMH@ncmail.net if you have questions regarding this communication.

Attachment

cc:	Secretary Carmen Hooker Odom	William Lawrence, MD	Lynette Tolson
	Allyn Guffey	Tara Larson	Kaye Holder
	Dan Stewart	Carol Robertson	Wayne Williams
	DMH/DD/SAS Executive Leadership Team	Angela Floyd	

Service Definitions Training Requirements

Service Definition	Requirement in Service Definition Manual 3/27/06	Courses Which Satisfy Training Requirements
Community Support – Adults and Children/Adolescents (MH/SA)	20 hours to include service definition-specific and crisis response.	<ul style="list-style-type: none"> ▪ 6 hours service definition training delivered by a DMH/DD/SAS endorsed trainer ▪ 3 hours - crisis response ▪ 6 hours Person Centered Thinking ▪ QP staff responsible for PCP development: 3 hours - “The PCP Process in NC.” ▪ 2 – 5 hours in other topics related to service and population(s) being served
Community Support Team (CST) (MH/SA)	20 hours including service definition-specific and crisis management	<ul style="list-style-type: none"> ▪ 6 hours service definition training delivered by a DMH/DD/SAS endorsed trainer ▪ 3 hours - crisis response ▪ 6 hours Person Centered Thinking ▪ QP staff responsible for PCP development: 3 hours - “The PCP Process in NC.” ▪ 2 – 5 hours in other topics related to service and population(s) being served
Mobile Crisis Management (MH/DD/SA)	20 hours in appropriate crisis intervention strategies.	<ul style="list-style-type: none"> ▪ 6 hours service definition training delivered by a DMH/DD/SAS endorsed trainer ▪ 6 hours Person Centered Thinking ▪ 8 hours in other content areas to achieve twenty hours of training in crisis intervention strategies. Six hours of DMH/DD/SAS endorsed <i>First Responder Crisis Toolkit</i> training is highly recommended. http://behavioralhealthcareinstitute.org/
Intensive In-Home Services	“...the intensive training.” ¹	<ul style="list-style-type: none"> ▪ 12 hours service definition training delivered by a DMH/DD/SAS endorsed trainer. ▪ 6 hours Person Centered Thinking ▪ 3 hours - “The PCP Process in NC.” ▪ 2-5 hours in other content areas related to children/adolescents. Crisis response training is highly recommended.
Assertive Community Treatment Team (ACTT). Also Toolkit	“DMH approved.”	<ul style="list-style-type: none"> ▪ DMH/DD/SAS approved service definition specific training. (http://www.ncebpcenter.org/home.htm) ▪ 6 hours Person Centered Thinking ▪ QP staff responsible for PCP development: 3 hours - “The PCP Process in NC.” ▪ Additional training in other content options is encouraged.

¹ Intensive In-home services – “In addition, all staff must complete the intensive in-home services training within the first 90 days of employment.”

Service Definition	Requirement in Service Definition Manual 3/27/06	Courses Which Satisfy Training Requirements
Substance Abuse Intensive Outpatient Program		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ QP staff responsible for PCP development: 3 hours - "The PCP Process in NC." ▪ Additional training in other content options congruent with the goals of ASAM is encouraged.
Substance Abuse Comprehensive Outpatient Treatment Program		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ QP staff responsible for PCP development: 3 hours - "The PCP Process in NC." ▪ Additional training in other content options congruent with the goals of ASAM is encouraged.
Diagnostic/Assessment (MH/DD/SA)		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ Highly recommended: 6 hours service definition training delivered by DMH/DD/SAS endorsed trainer
Multi-Systemic Therapy (MST)	MST required training	<ul style="list-style-type: none"> ▪ MST specific required training: MST introductory training, quarterly training; minimum of one (1) hour of group supervision and one (1) hour of phone consultation per week. ▪ 6 hours Person Centered Thinking ▪ QP staff responsible for PCP development: 3 hours - "The PCP Process in NC."
Psychosocial Rehabilitation		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking
Child and Adolescent Day Treatment (MH/SA)		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ QP staff responsible for PCP development: 3 hours - "The PCP Process in NC."
Partial Hospitalization		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking
Professional Treatment Services in Facility-Based Crisis Programs		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking
Non-Medical Community Residential Treatment		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ Highly recommended: 6 hour training by DMH/DD/SAS endorsed trainer covering all substance abuse residential service definitions.
Medically Monitored Community Residential Treatment		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ Highly recommended: 6 hour training by DMH/DD/SAS endorsed trainer covering all substance abuse residential service definitions.
Medically Supervised or ADATC Detoxification/Crisis Stabilization		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ Highly recommended: 6 hour training by DMH/DD/SAS endorsed trainer covering all substance abuse residential service definitions.

Service Definition	Requirement in Service Definition Manual 3/27/06	Courses Which Satisfy Training Requirements
Ambulatory Detoxification		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ Highly recommended: 6 hour training by DMH/DD/SAS endorsed trainer covering all substance abuse residential service definitions.
Social Setting Detoxification		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ Highly recommended: 6 hour training by DMH/DD/SAS endorsed trainer covering all substance abuse residential service definitions.
Non-Hospital Medical Detoxification		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ Highly recommended: 6 hour training by DMH/DD/SAS endorsed trainer covering all substance abuse residential service definitions.
Targeted Case Management for DD		<ul style="list-style-type: none"> ▪ 6 hours Person Centered Thinking ▪ 3 hours - The PCP Process in NC